CUSTOMER USER SURVEY
2011

# 2011 TxPROS Customer User Survey

Purpose

The TxDOT Motor Carrier Division conducted this survey of our customers three weeks after the implementation of the Texas Permitting & Routing Optimization System (TxPROS). TxPROS is a GIS-based mapping system that provides real-time restriction management. It allows for automated routing and permitting of oversize and overweight loads in Texas. The purpose of the survey was to collect input from customers on the system functions and products, their likes, dislikes and suggestions.

The survey link was posted to the Motor Carrier Division Facebook and Twitter pages. It was also posted under notices on the customer dashboards within TxPROS. The survey was open to responses from September 22, 2011, through October 3, 2011. MCD had 96 customers responded partially or in full to the survey.
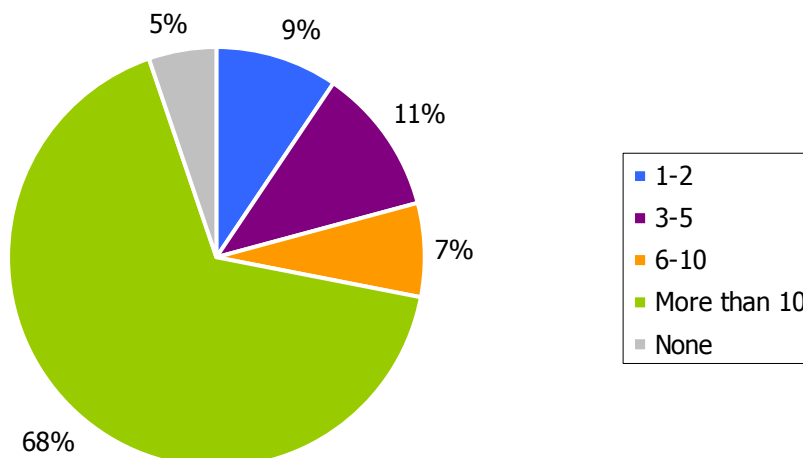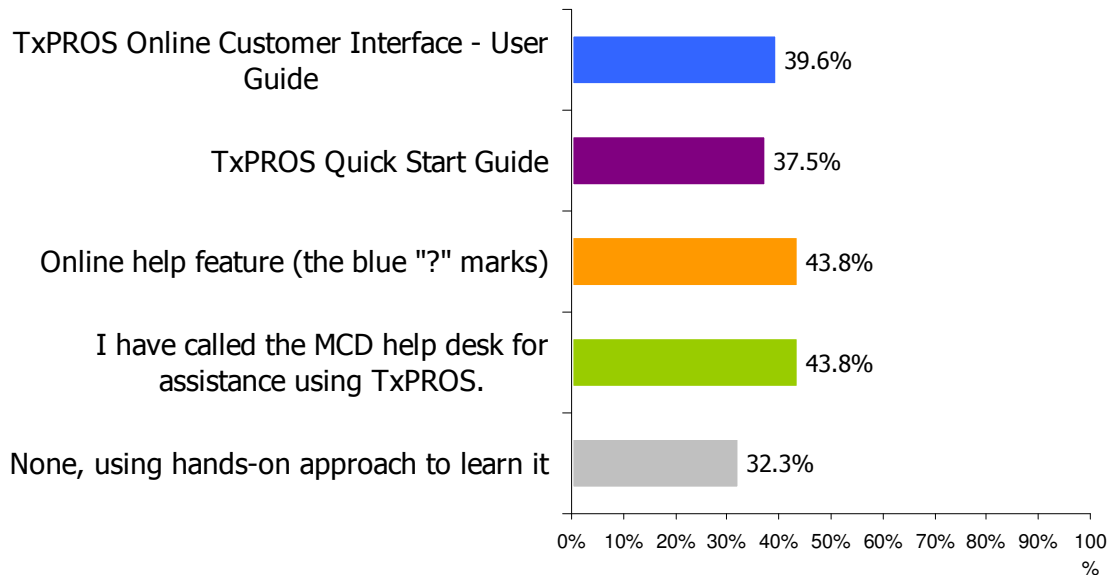

Survey Questions

How long have you been ordering oversize/overweight permits from the TxDOT Motor Carrier Division?

8%
17%
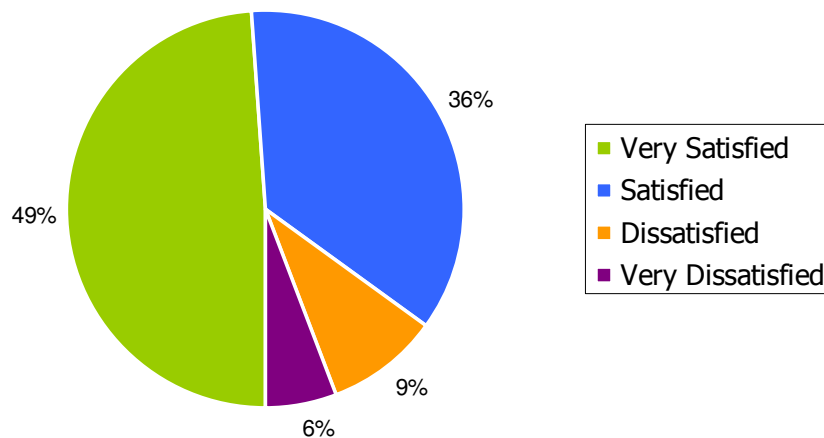54%
21%

- Less than 1 year
- 1-2 years
- 3-5 years
- More than 5 years
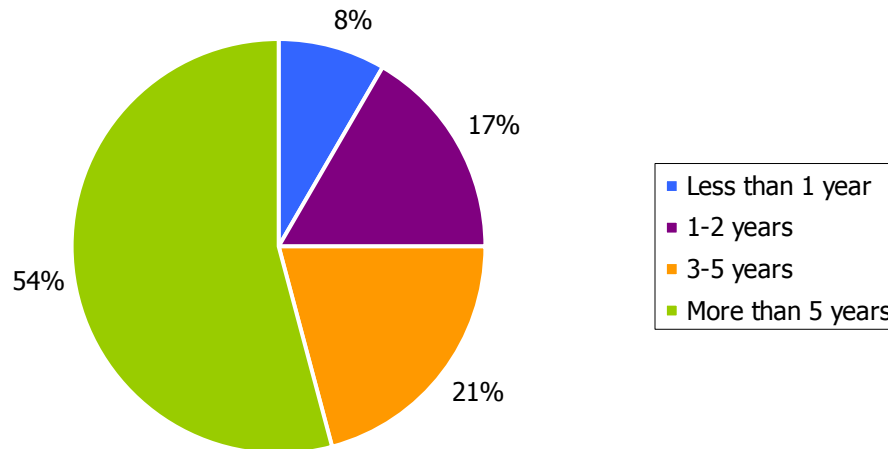
Approximately how many times have you logged into TxPROS (using your login and password) since its implementation on August 29?


5%   9%
11%
7%
68%

- 1-2
- 3-5
- 6-10
- More than 10
- None

What tools have you utilized to learn how to use TxPROS? (Check all that apply.)

Tool	Percentage
TxPROS Online Customer Interface - User Guide	39.6%
TxPROS Quick Start Guide	37.5%
Online help feature (the blue "?" marks)	43.8%
I have called the MCD help desk for assistance using TxPROS.	43.8%
None, using hands-on approach to learn it	32.3%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

It was easy to follow the instructions to login to TxPROS the first time.

- Very Satisfied: 49%
- Satisfied: 36%
- Dissatisfied: 9%
- Very Dissatisfied: 6%

The process for using TxPROS to order/self-issue permits online is straightforward and easy to follow.

- Very Satisfied: 40%
- Satisfied: 38%
- Dissatisfied: 15%
- Very Dissatisfied: 7%

3
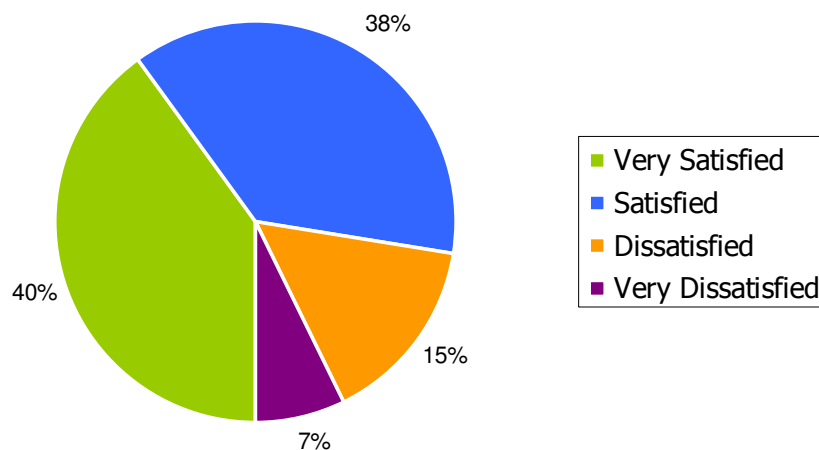
The TxPROS Online Customer Interface - User Guide is helpful.

51%

■	Very Satisfied
■	Satisfied
■	Dissatisfied
■	Very Dissatisfied

27%

13%

9%
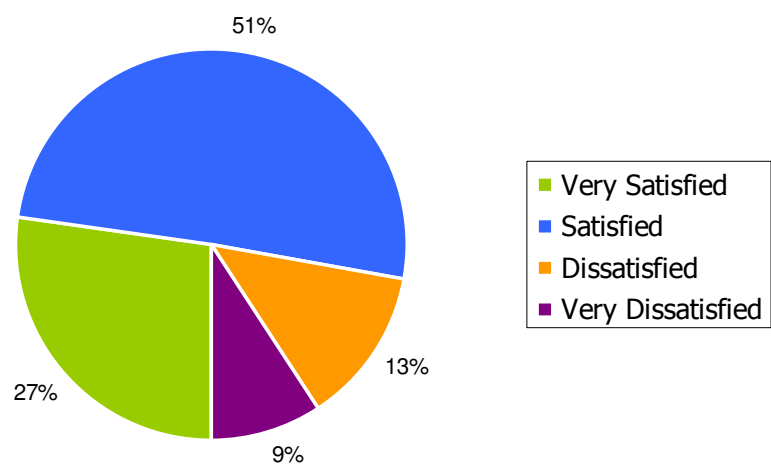
The permit PDF form I received was clear and easy to understand.

39%

■	Very Satisfied
■	Satisfied
■	Dissatisfied
■	Very Dissatisfied

40%

8%

13%
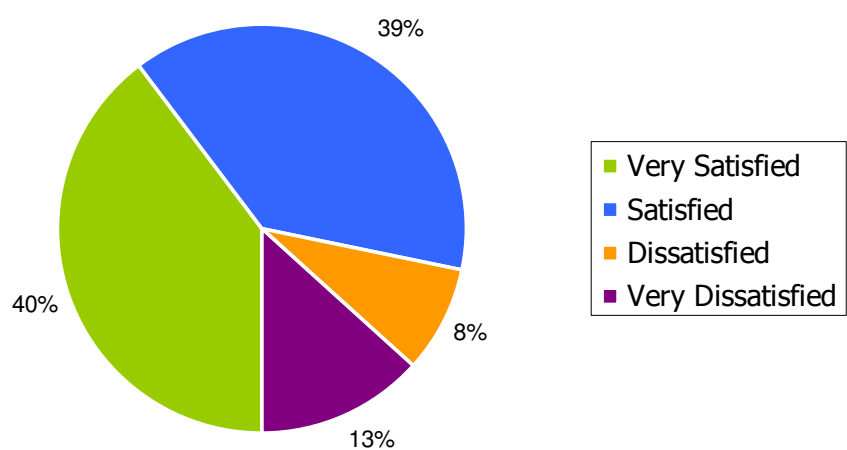
The TxPROS routes are easy to understand.

25%

39%

■	Very Satisfied
■	Satisfied
■	Dissatisfied
■	Very Dissatisfied

19%

17%
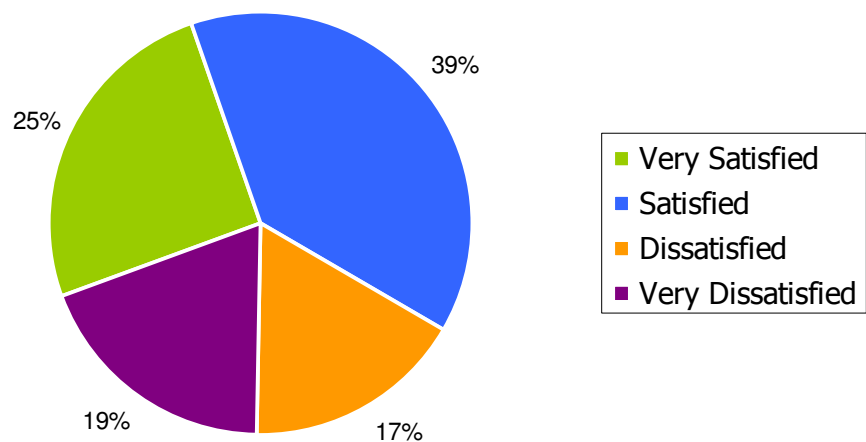
I can easily navigate my route using the final online route map.

Legend:
- Very Satisfied
- Satisfied
- Dissatisfied
- Very Dissatisfied

29% | 36% | 20% | 15%
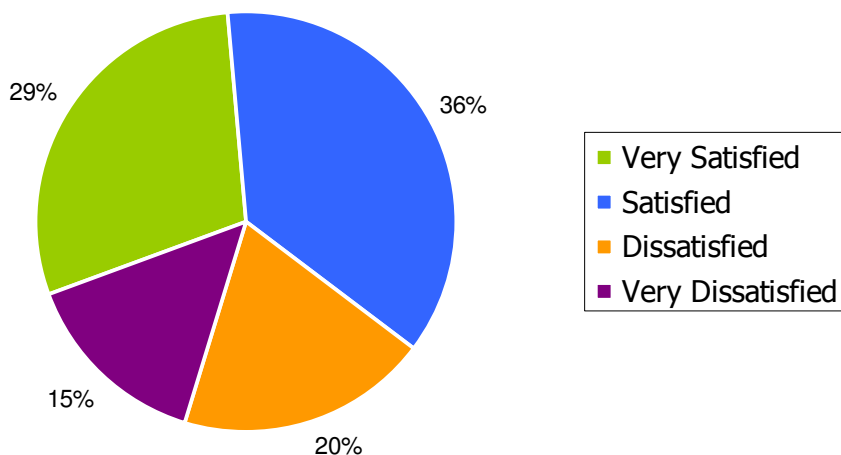
MCD employees were knowledgeable about TxPROS and able to answer my questions.

Legend:
- Very Satisfied
- Satisfied
- Dissatisfied
- Very Dissatisfied

46% | 40% | 9% | 5%
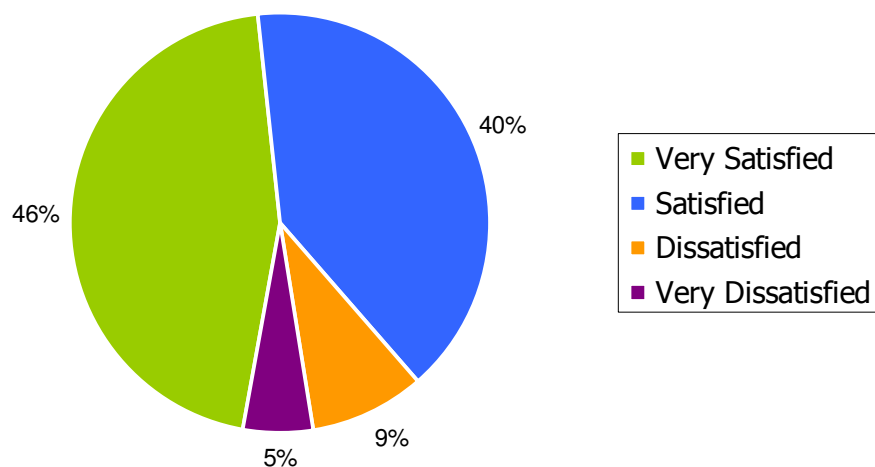
My communications with the MCD were received and answered in a timely manner.

Legend:
- Very Satisfied
- Satisfied
- Dissatisfied
- Very Dissatisfied

47% | 34% | 11% | 8%
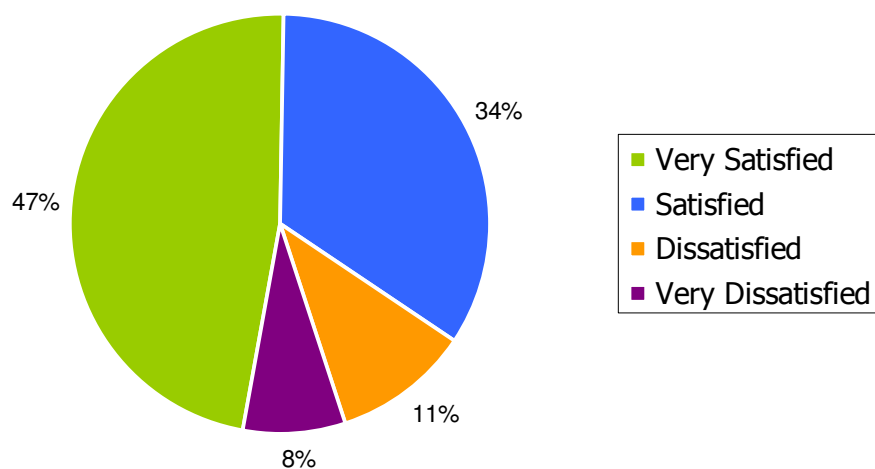
I use the following route format(s) provided on my permit:

Pie chart legend:
- Turn by turn directions — 52%
- Abbreviated route — 37%
- Both — 11%
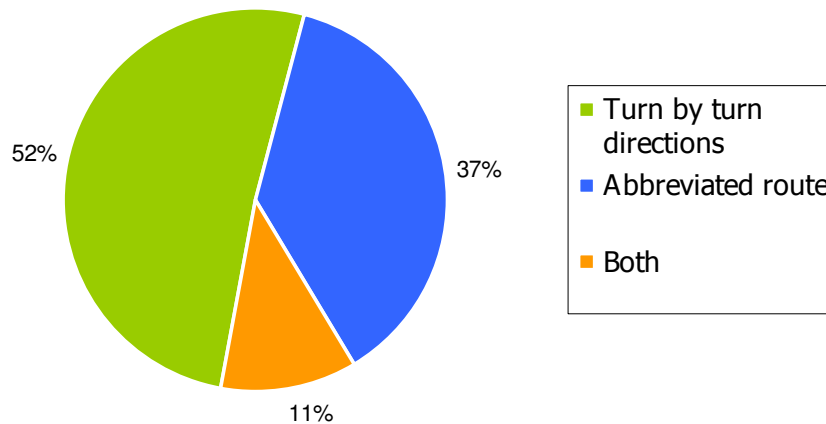
Do you utilize the online route map to view your permit route in more detail?
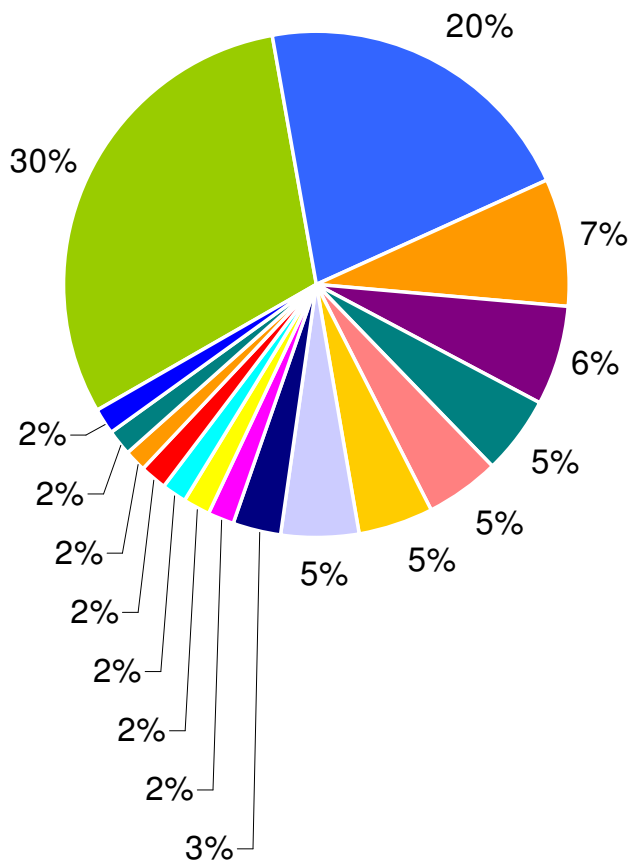

Pie chart legend:
- Yes — 81%
- No — 19%
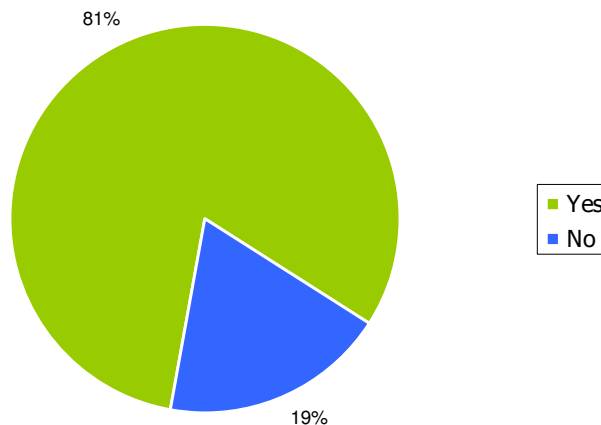
Have you found TxPROS to be beneficial to you and your business? (Please explain your answer)

Yes – 71%	No – 29%
Explanations summary:	Explanations summary:
• Receive permits instantly. • Online access 24/7 • I like the turn by turn directions. • It is user friendly. • Online approval of routes. • I can view the route before the permit is issued. • Provides accurate routes.	• It is too complicated. • Route abbreviations & numbering are confusing. • I can't get the reports I want. • Routes give too much information and take up too many pages. • Can't locate intersections and addresses. • The self-issue envelope dimensions are smaller than what I had under RPS. • Bid route doesn't work. • Don't like the routes and have to wait for someone to re-route it for me.

What features do you find most beneficial?

Legend:
- Fast permit turnaround
- Vehicle inventory
- Automated routes
- Ability to self-issue permits
- Online access 24/7
- All features beneficial
- Select on map option
- Rig move (grouping) feature
- Weight info expanded
- Customer dashboard
- Lat/long option
- Save feature
- Turn by turn directions

Pie chart values: 42%, 16%, 9%, 8%, 7%, 4%, 4%, 3%, 3%, 1%, 1%, 1%, 1%
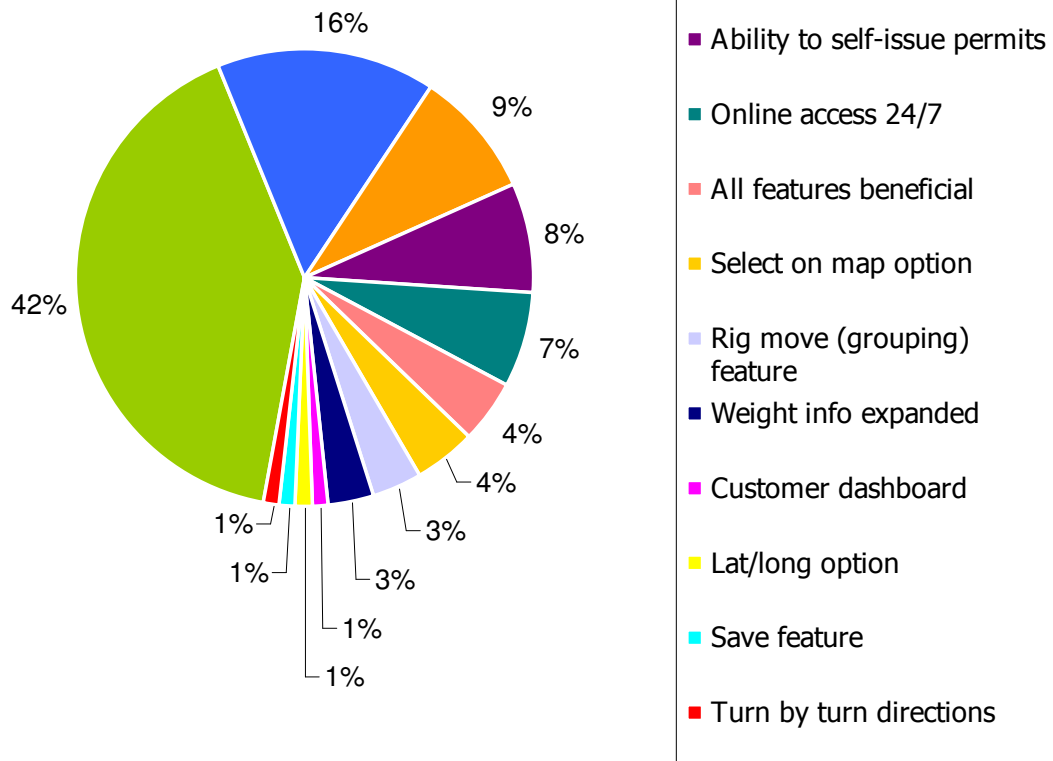
What features do you find most difficult?

Legend:
- addresses, intersections, lat/long not found
- Routing - selecting route/general/splt route
- Unable to get desired route
- System crashing/quirks
- Driving directions
- Not saving data/trips
- No features to difficult
- Online route map
- All of it
- Automated routes
- Bid route
- New account set-up
- New streets & roads listed in route
- Unable to group manufactured housing permit apps
- Reporting
- Route abbreviations

Pie chart values: 30%, 20%, 7%, 6%, 5%, 5%, 5%, 5%, 3%, 2%, 2%, 2%, 2%, 2%, 2%

Are you utilizing the customer account self-management tools (add/edit/delete contact information, users, yards, vehicle inventory; company reports, etc.)? If no, why not?

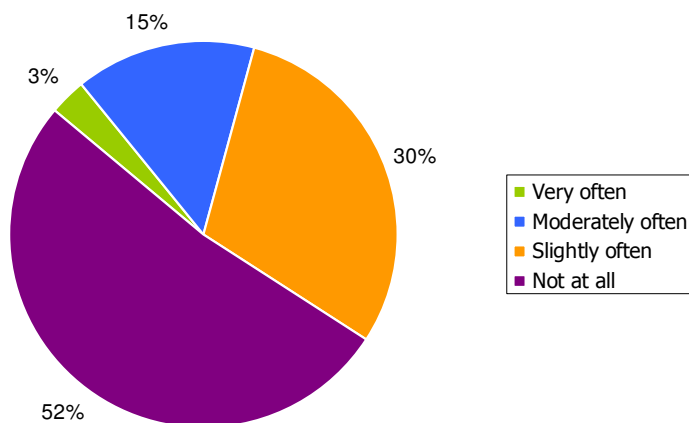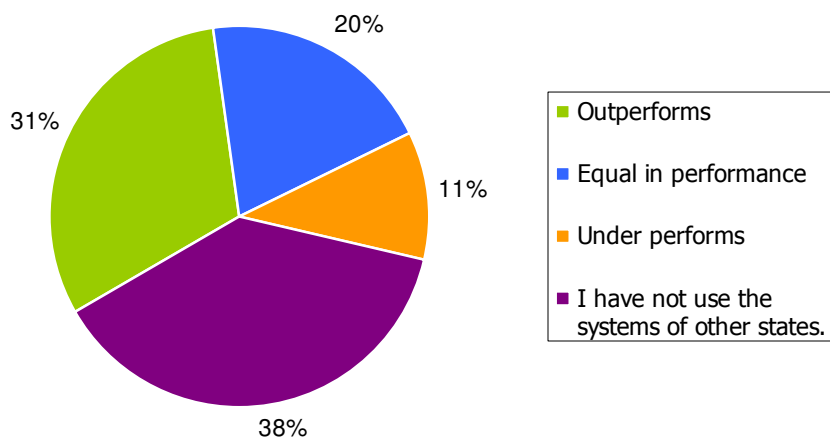| Yes – 77% |
|---|
| No – 23% |
| "Why not?" summary: |
| • Didn't know I could. |
| • Need help with whole system. |
| • No need for it. |
| • Haven't taken time yet. |
| • Not my job duty. |

What additional features would you find useful?

Summary:
• I'm not sure yet.
• An easier way to enter route.
• Better reporting.
• Fix the save trip option.
• Permit service ability to search account numbers.
• Drag route.
• Ability to request route and bypass automated routing.
• Store credit card information.
• Select route points on map.
• Amend permits for a fee.
• Email address for questions.
• Store vehicle inventory.
• List of road/highway abbreviations for entering route.
• List truck/unit number on printed permit.
• Store truck axle spacings/tire sizes in vehicle inventory.
• Submit amend requests online.
• Enter more than 1 fax/email for delivery.
• List origin/destination of each permit on customer dashboard.
• More addresses in system.

In your experiences, how often does TxPROS freeze or crash?

Pie chart: Very often 3%, Moderately often 15%, Slightly often 30%, Not at all 52%

Legend:
- Very often
- Moderately often
- Slightly often
- Not at all

How does TxPROS compare to permitting systems used by other states?

Pie chart: Outperforms 31%, Equal in performance 20%, Under performs 11%, I have not use the systems of other states 38%

Legend:
- Outperforms
- Equal in performance
- Under performs
- I have not use the systems of other states.

One thing I <u>like</u> about TxPROS is:

Summary of responses:
• Permit turnaround time.
• Self-issue permits.
• User friendly.
• Vehicle inventory.
• Automated routing.
• Customer dashboard.
• I like it all.
• Online access 24/7.
• Listing of conditions and restrictions that pertain only to my permit.
• Online map.
• Route accuracy.
• Able to view route before permit is issued.
• Turn by turn directions.
• Saves information.
• Ability to group permits (rig moves).
• Setting via points.

One thing I <u>dislike</u> about TxPROS is:

Summary of responses:
• Addresses, intersections and lat/long not found.
• No dislikes.
• Save trips not working.
• System crashing/quirks.
• Automated routing
• Bid route is not the same as route I get when I order permit.
• I can't self-issue quarterly hubometer permits.
• Industry question.
• Online map.
• Pending queue is unreliable.
• Route abbreviations.
• Routes – too much information.
• Routes.
• Too many limits on what I can do.
• Too many pages/questions to navigate through.
• Unable to self-amend permits.
• Wire services can't search for customer account numbers.

TxPROS Comments and/or Suggestions:

Comments	Suggestions
Summary:	Summary:
• I like it. • Great system. • We like the detailed information. • The turn by turn directions are helpful. • I am excited about ordering time permits through TxPROS. • Thank you for making this easier for us. • Still learning. • Very happy with the new system. • Love the new system. • Thank you for your support.	• Need more training/help. • Make it more user friendly. • Make route selection easier. • Make "save trip" functional. • Fix routing issues. • Add select on map option. • Save credit card information during the session. • Add email assistance. • Add ability for permit services to create and search accounts. • Add ability to save trailer axle spacings, tire sizes and weights to vehicle inventory. • Remove abbreviated routes and just keep turn by turn. • Allow customers to amend for a fee. • Increase the font size on the print out. • Get rid of ramp information, drivers know when to use ramps. • Fix address, intersection and lat/long location. • Add grouping for manufactured housing permits. • Provide explanation for why route is denied.

Next Steps

Overall, the results of the survey were very positive. MCD is pleased to see that TxPROS is fulfilling the needs of our customers. However, the survey also showed us that there is a slight learning curve among users; for example, participants suggested we add features to TxPROS that already exist in the system. In addition, there are still system issues that are preventing customers from receiving the full benefits intended. MCD will take the following steps to address this.

- TxPROS FAQs – will address difficult features identified by participants, customer account management, the additional features suggested, dislikes and suggestions.
- TxPROS Training – MCD will put together a team of trainers to do external training throughout the state for motor carriers and associations.
- Webinars – MCD will develop webinar tutorials to assist users in utilizing features available in TxPROS.

A follow-up survey of TxPROS users will be conducted after the implementation of system updates and the MCD training plan. The follow-up survey will be used to determine the effectiveness of MCD's efforts.